

LOUISIANA RELAY ADMINISTRATION BOARD

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NAOMI DeDUAL
SECRETARY

June 15, 2012

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2011 through May 31, 2012
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Louisiana. Louisiana's complaint summary is associated with the following database categories:

- CA Accuracy/Spelling/Verbatim
- CA Did Not Keep User Informed
- Didn't Follow Voice Mail/Recording Procedure
- Fraudulent/Harassment Call
- Miscellaneous Service Complaints
- Speech to Speech Call Handling Problems

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved:

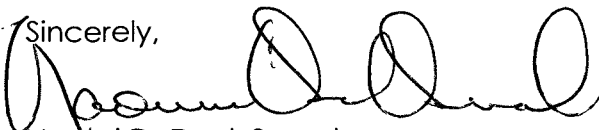
In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find a complaint that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Louisiana Relay Service has received a total of 91 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2011 through May 31, 2012.

Of the 91 total complaints in Louisiana, 88 of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Service personnel have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. In June and July 2011, extensive test calls were performed with the CAs to ensure that the volume for the CA and customer was adequate. CA headsets were replaced to ensure quality calls. In October 2011, additional procedural training was provided to the CAs. During January 2012, the customer was repeatedly verbally abusive to the CAs. Hamilton Relay Customer Service Manager explained on several occasions, that it was difficult to process their phone calls, if the correct information was not provided. The customer began providing the required information in order to process the phone call. During March 2012, additional training was provided to the CAs. In April 2012, Hamilton Relay Customer Service Manager worked with the customer to address policy and procedure concerns. The customer did not feel that the procedure worked properly for their calls. Management addressed the customer's concerns by frequent updates to the customer's call preferences. In May 2012, Hamilton Relay Customer Service Manager worked with the customer to explain that supervisory staff monitors calls 24/7. All CAs continue to receive refresher procedure training, culture training and have been monitored frequently to ensure smooth call processing. Hamilton continues to work with the customer every couple of weeks to ensure that the customer's call preferences are updated in order to accommodate the needs of the customer.

Please feel free to contact me at 225-219-2996 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the information above.

Sincerely,

A handwritten signature in black ink, appearing to read 'Naomi DeDual', with a large, stylized initial 'N'.

Naomi DeDual, Secretary
Louisiana Relay Administration Board

Louisiana Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
13411	6/2/2011		Tauna	Tauna	Customer has been receiving harassing telephone calls through the relay.	6/2/2011	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Fraudulent/Harassment Call
14961	6/28/2011		Tina	Tina	Customer stated that the Lead CA disconnected the call improperly.	6/28/2011	Customer Service discovered that the customer had been warned about vulgar language. Customer Service attempted to explain, but customer disconnected.	Service Complaints - Miscellaneous
15363	7/5/2011	6212	Miranda	Miranda	Customer stated the CA told the other party the line had disconnected, but customer stated that they had not hung up.	7/5/2011	Customer Service discovered that the CA was announcing to the other party that the call was being disconnected due to abuse. Supervisor assisted in the disconnect.	Service Complaints - Miscellaneous
15413	7/5/2011		Tina	Tina	Customer stated that when they call Customer Service he is getting hung up on by Customer Service.	7/5/2011	Customer Service forwarded information to the technical department. It was discovered that the calls were transferred to Customer Service, but disconnected due to abuse to the CA.	Service Complaints - Miscellaneous
15426	7/5/2011		Miranda	Miranda	Customer requested a different CA.	7/5/2011	Customer Service apologized and logged a different CA to take customer's call. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
17367	7/19/2011		Bill	Bill	Customer stated when they told the CA to hang up they did not respond.	7/19/2011	Customer Service explained that if there is no term and they ask the CA to disconnect, the CA was following instructions.	Service Complaints - Miscellaneous
17369	7/19/2011		Lonnie	Lonnie	Customer stated they wanted to complain about a Supervisor and used vulgarity stating the Supervisor was not changing the CAs.	7/19/2011	Supervisor disconnected the call due to abuse towards the CA.	Service Complaints - Miscellaneous
17848	7/25/2011		Candace	Candace	Customer stated the CAs are not following his instructions.	7/25/2011	Customer Service apologized and stated that all CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
18314	7/27/2011	1267	Erica	Erica	Customer stated that CA typed speaking too fast several times during the call.	7/27/2011	Customer Service apologized and stated that all CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
18998	8/2/2011		Erica	Erica	Customer requested reimbursement and wished to no longer receive charges for relay surcharges on their telephone bill, as they do not need or use the service.	8/2/2011	Customer Service directed caller to contact the Public Service Commission. Customer was satisfied.	Service Complaints - Miscellaneous
19568	8/8/2011	9004	Miranda	Miranda	Customer stated the CA did not relay a number that was provided in a voicemail.	8/8/2011	Lead CA apologized and stated CA would be counseled. CA was counseled and customer notified.	Service Complaints - Didn't Follow Voice Mail/Recording Procedure
20025	8/12/2011	9119	Ellen	Ellen	Customer stated they gave the CA a telephone number, but the CA did not save it.	8/12/2011	Supervisor apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
20236	8/16/2011		Lonnie	Lonnie	Customer stated they requested the CA to read the speed numbers listed in the profile, but the CA did not understand.	8/16/2011	Supervisor stated that the CA would be counseled. CA was counseled and speed dial list was verified with the customer. Customer was satisfied.	Service Complaints - Miscellaneous

Louisiana Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
20979	8/23/2011		Ellen	Ellen	Customer stated that they do not understand why the CAs have difficulty understanding them	8/23/2011	Customer Service apologized and stated to make sure the CAs are hearing him properly, by speaking slowly and into the phone. Customer understood	Service Complaints - Miscellaneous
21314	8/24/2011	9145	Gregory	Gregory	Customer stated CA was unable to read their profile	8/24/2011	Supervisor apologized and stated CA would be counseled. CA was counseled and customer was notified	Service Complaints - Speech to Speech Call Handling Problems
21330	8/25/2011	1337	Lori	Lori	Customer stated that the CA is still not revoicing verbatim when they use profanity, but skips those words completely during the call	8/25/2011	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Accuracy/Spelling/Verbatim
22674	9/6/2011	9138	Arik	Ank	Customer stated that the CA did not leave a message as instructed.	9/6/2011	Supervisor apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified	Service Complaints - Miscellaneous
23598	9/14/2011	1337	Erica	Erica	Customer stated the CA refused to revoice their messages verbatim	9/14/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified	Service Complaints - Speech to Speech Call Handling Problems
23603	9/14/2011		Enca	Erica	Customer stated CA would not leave a voicemail for them.	9/14/2011	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
23621	9/14/2011	1337-1320-9119	Tina	Tina	Customer stated that the CAs would not revoice everything stated and refused to dial the telephone numbers requested	9/14/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy	Service Complaints - Miscellaneous
23818	9/15/2011	9138-9061-9025	Ryan	Ryan	Customer stated that the CAs do not understand them	9/15/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified	Service Complaints - Miscellaneous
24137	9/19/2011	9004-1337	Tina	Tina	Customer stated that the CAs and Supervisor could not understand them and were not revoicing everything properly	9/19/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified	Service Complaints - Speech to Speech Call Handling Problems
25025	9/29/2011	9141-9004	Mike	Mike	Customer stated the CAs are uncooperative	9/29/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified	Service Complaints - Miscellaneous
25438	10/3/2011		Lori	Lori	Customer stated that the CAs are not relaying the calls verbatim	10/3/2011	Customer Service apologized and stated the CAs would be monitored frequently. It was discovered that the customer was being abusive to the CAs and their calls had been disconnected due to the abuse	Service Complaints - CA Accuracy/Spelling/Verbatim
25439	10/3/2011	1337	Garrett	Garrett	Customer stated that the CA does not revoice verbatim.	10/3/2011	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified	Service Complaints - CA Accuracy/Spelling/Verbatim
25509	10/3/2011	9146	David	David	Customer stated CA did not dial the correct number	10/3/2011	Customer Service stated CA would be counseled. CA was counseled and customer was satisfied	Service Complaints - Speech to Speech Call Handling Problems
25697	10/5/2011		Miranda	Miranda	Customer stated they requested a different CA, but was told by the Supervisor that there was not an available CA to take over the call	10/5/2011	Customer Service apologized and explained that there are times when there is not another available CA. Customer understood	Service Complaints - Miscellaneous

Louisiana Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
25920	10/7/2011		Ellen	Ellen	Customer stated that some of the CAs do not follow their profile instructions	10/7/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
26278	10/12/2011	1337	Ellen	Ellen	Customer stated that the CA does not voice verbatim	10/12/2011	Customer Service apologized and stated the CAs would be monitored frequently. It was discovered that the customer was being abusive to the CAs and their calls had been disconnected due to the abuse.	Service Complaints - CA Accuracy/Spelling/Verbatim
26296	10/12/2011		Tauna	Tauna	Customer stated CAs are not voicing messages verbatim.	10/12/2011	Customer Service apologized and attempted to gather information but customer disconnected.	Service Complaints - Speech to Speech Call Handling Problems
26708	10/17/2011	1337	Melanie	Melanie	Customer stated that the CA did not voice the conversation verbatim	10/17/2011	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Accuracy/Spelling/Verbatim
26705	10/17/2011	1337	Lori	Lori	Customer stated that the CA did not voice the conversation verbatim.	10/17/2011	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Accuracy/Spelling/Verbatim
26703	10/17/2011		Lori	Lori	Customer stated that the CAs are not voicing verbatim	10/17/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - CA Accuracy/Spelling/Verbatim
30341	11/21/2011	1174	Michelle	Michelle	Customer stated CA did not relay verbatim the information that was given by the recording	11/21/2011	Supervisor apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
30693	11/25/2011		Chuck	Chuck	Customer stated they thought the Supervisor hung up on them on a recent call and they never used abusive language	11/25/2011	Customer Service discovered that the customer was being abusive, so the call was disconnected. Customer was notified.	Service Complaints - Miscellaneous
31111	11/29/2011		Jody	Jody	Customer stated that the CAs were not understanding their speech patterns and need to be trained better.	11/29/2011	Supervisor apologized and attempted to acquire call information, but customer disconnected.	Service Complaints - Miscellaneous
31277	11/30/2011	9119-9004	Tina	Tina	Customer stated that the CA and Supervisors are not following his instructions. Customer stated that the Supervisor disconnected the call.	11/30/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
32029	12/7/2011		Brenda	Brenda	Customer stated the CAs are not reading their profile before placing a call	12/7/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
32221	12/8/2011		Ellen	Ellen	Customer stated that the CAs are still not following the profile.	12/8/2011	Customer Service apologized and stated that CAs would be monitored frequently. Frequent monitoring continues. Customer was satisfied.	Service Complaints - Miscellaneous
32424	12/12/2011		Miranda	Miranda	Customer stated the CA did not revoice verbatim	12/12/2011	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous

Louisiana Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
32775	12/14/2011	9113	Melanie	Melanie	Customer stated the CA did not know how to process a Speech to Speech call	12/14/2011	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the customer had dialed through 711 and had reached a traditional relay CA. Customer Service explained and customer understood.	Service Complaints - Speech to Speech Call Handling Problems
33153	12/19/2011		Candace	Candace	Customer stated that there had been improvement in the call handling, but some of the CAs still do not follow all of the profile instructions.	12/19/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
33159	12/19/2011		John	John	Customer stated that even though there had been improvement, they felt some of the CAs are messing with them.	12/19/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
33502	12/20/2011		Tina	Tina	Customer stated issues with several CAs.	12/20/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
33514	12/21/2011		Kim	Kim	Customer stated they believe the manager left and now the CAs are messing with them not doing their job.	12/21/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
33864	12/27/2011		Ellen	Ellen	Customer stated that some of the CAs don't follow instructions.	12/27/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
33865	12/27/2011		Candace	Candace	Customer stated they had an issue with one of the Supervisors then became verbally abusive towards the CA and the Supervisor that was on the call.	12/27/2011	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
34481	1/3/2012		Jessica	Jessica	Customer stated the CA made a mistake.	1/3/2012	Customer Service inquired what the CA had done wrong. Customer simply stated it occurred yesterday and hung up.	Service Complaints - Miscellaneous
34483	1/3/2012		Chuck	Chuck	Customer stated the CAs make them mad and then they must curse at the CAs.	1/3/2012	Supervisor attempted to acquire further information and explain that if the customer is abusive, the call will be disconnected. Customer hung up.	Service Complaints - Miscellaneous
34484	1/3/2012		Chuck	Chuck	Customer stated the CAs make them mad and then they must curse at the CAs.	1/3/2012	Supervisor attempted to acquire further information and explain that if the customer is abusive, the call will be disconnected. Customer hung up.	Service Complaints - Miscellaneous
34491	1/3/2012	9119	Miranda	Miranda	Customer stated that the CA can't understand them.	1/3/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
34495	1/3/2012		Ellen	Ellen	Customer stated that the Supervisor dialed the wrong number from their speed dial list.	1/3/2012	Customer Service apologized and stated the Supervisor would be counseled. Supervisor was counseled and customer was satisfied.	Service Complaints - Miscellaneous
34497	1/3/2012		Brenda	Brenda	Customer stated that the Supervisor who dialed the wrong number should be fired.	1/3/2012	Customer Service apologized, but customer began cursing and hung up.	Service Complaints - Miscellaneous
34768	1/5/2012		Michelle	Michelle	Customer stated that none of the CAs do their job correctly.	1/5/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous

Louisiana Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
34815	1/5/2012		Jody	Jody	Customer stated that the CAs are not processing their call and just hanging up on them	1/5/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
35035	1/10/2012		Ryan	Ryan	Customer stated the CAs make them mad and then they have to curse at the CAs.	1/10/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
35142	1/10/2012	1200	David	David	Customer stated the CA did not keep them informed.	1/10/2012	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Did Not Keep User Informed
35152	1/10/2012		David	David	Customer stated the CAs headsets are messed up and there is static on the line	1/10/2012	Lead CA apologized and stated that the CAs headsets would be tested. CAs headsets were tested and no issues were discovered. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
35342	1/12/2012		Michelle	Michelle	Customer stated they dislike the CAs	1/12/2012	Supervisor apologized and attempted to acquire additional information, but customer hung up.	Service Complaints - Miscellaneous
35343	1/12/2012	9040	Brenda	Brenda	Customer stated that the CA refused to revoice their conversation	1/12/2012	Customer Service apologized and stated that the CA would be monitored. Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - CA Accuracy/Spelling/Verbatim
35569	1/16/2012		Ellen	Ellen	Customer stated the CAs don't understand them and it makes them upset so they curse at the CAs.	1/16/2012	Supervisor apologized and attempted to acquire additional information, but customer became abusive and disconnected.	Service Complaints - Miscellaneous
35570	1/16/2012	9119	Ellen	Ellen	Customer stated that the CAs don't understand them and it makes them upset so they curse at the CAs	1/16/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
35574	1/16/2012		Miranda	Miranda	Customer stated the CAs don't understand them and it makes them upset so they curse at the CAs.	1/16/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
35579	1/16/2012		Kim	Kim	Customer stated they believe the Supervisor was attempting to hang up on them for calling them stupid	1/16/2012	Customer Service apologized and explained that abuse towards the CA or Supervisor at the workstation will result in the call being disconnected. Customer hung up.	Service Complaints - Miscellaneous
35581	1/16/2012		Lonnie	Lonnie	Customer stated they were hung up on due to abuse	1/16/2012	Lead CA was unable to obtain information due to the customer's abusive behavior. Customer hung up.	Service Complaints - Miscellaneous
35582	1/16/2012		Lonnie	Lonnie	Customer stated the CAs make them mad and then they have to curse at the CAs.	1/16/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
35665	1/17/2012		Ellen	Ellen	Customer stated that the CAs are not doing their job right and not voicing verbatim	1/17/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
35784	1/17/2012		Ellen	Ellen	Customer stated the CAs are not repeating verbatim	1/17/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous

Louisiana Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbe	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
37394	1/30/2012		Miranda	Miranda	Customer stated a few CAs could not understand them and they do not like CAs asking the customer to hold before dialing the number	1/30/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
38364	2/8/2012	1320	Tina	Tina	Customer stated that the CA pretends not to understand them so they will hang up.	2/8/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
38368	2/8/2012		Tina	Tina	Customer stated the CAs are not following the instructions in their profile	2/8/2012	Customer Service apologized and stated the CA would be monitored. Monitoring has occurred and CA is handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
38737	2/14/2012		Ryan	Ryan	Customer stated the CAs do not follow their instructions and do not understand them.	2/14/2012	Customer Service apologized and stated the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
39245	2/21/2012		Tina	Tina	Customer stated that CAs are not following their instructions	2/21/2012	Customer Service apologized and stated the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
39505	2/24/2012	1320-1264	Tina	Tina	Customer stated the CAs do not pay attention to him or follow his instructions	2/29/2012	Customer Service apologized and stated the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
39948	2/29/2012		Michelle	Michelle	Customer requested to speak to the Operations Manager.	2/29/2012	Supervisor stated information would be forwarded. Customer hung up.	Service Complaints - Miscellaneous
41259	3/14/2012	1320-9146	Lonnie	Lonnie	Customer stated that two CAs could not understand them and a Supervisor was rude	3/14/2012	Customer Service apologized and stated the CAs and Supervisor would be counseled. Both CAs and Supervisor were counseled and continued monitoring of the CAs occurred.	Service Complaints - Miscellaneous
41333	3/14/2012	1320-1184-9004	Tina	Tina	Customer stated that they continue to have issues with the STS CAs and has requested a call from a Manager	3/14/2012	Customer Service Manager contacted the customer and explained that the relay is working to monitor frequently and offered profile update, which was refused.	Service Complaints - Miscellaneous
42440	3/26/2012		Chuck	Chuck	Customer stated that the CAs are still having a hard time understanding them and not obtaining a Supervisor when they request one	3/26/2012	Supervisor apologized for any inconvenience and stated they would forward the information to management. Customer understood. Continued refresher and frequent monitoring occurred.	Service Complaints - Miscellaneous
42858	3/27/2012		Tina	Tina	Customer stated several issues with the STS CAs in one center	3/27/2012	Customer Service requested additional information, but customer disconnected.	Service Complaints - Miscellaneous
44466	4/16/2012		Tina	Tina	Customer had several concerns with STS Relay through Hamilton. Customer requested a call back from management	4/16/2012	Customer Service apologized and stated their concerns would be forwarded to management. Customer Service Manager contacted the customer and addressed the customer's concerns. Customer was satisfied.	Service Complaints - Miscellaneous
45828	4/30/2012		Thomas	Thomas	Customer stated that CAs were making him curse	4/30/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
46173	5/7/2012		Erica	Erica	Customer stated CAs are not providing their CA number	5/7/2012	Customer Service apologized and stated that the CAs would be monitored. Monitoring has occurred and CAs are handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous

Louisiana Relay 2011 FCC Complaint Report 6/1/2011 to 5/31/2012

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
46371	5/9/2012		Michelle	Michelle	Customer stated they would like all CAs and Supervisors to be written up as they are not processing his calls correctly and they do not follow instructions until he is forced to hang up. Customer stated that his favorite Supervisor and CA do not do this	5/9/2012	Customer Service apologized and stated that the CAs would be monitored Monitoring has occurred and CAs are handling calls according to policy. Customer was notified	Service Complaints - Miscellaneous
46667	5/16/2012		Jody	Jody	Customer stated that the CAs continually do not follow his instructions	5/16/2012	Customer Service apologized and stated that the CAs would be monitored Monitoring has occurred and CAs are handling calls according to policy Customer was notified.	Service Complaints - Miscellaneous
46673	5/16/2012		Thomas	Thomas	Customer stated that the CAs are not processing his calls correctly	5/16/2012	Customer Service apologized and stated that the CAs would be monitored Monitoring has occurred and CAs are handling calls according to policy. Customer was notified	Service Complaints - Miscellaneous
47003	5/21/2012	1320-1264	Jesse	Jesse	Customer stated that they were complaining about the CAs	5/21/2012	Customer Service apologized and attempted to gather further information but customer became abusive and disconnected.	Service Complaints - Miscellaneous
47242	5/24/2012		Ellen	Ellen	Customer stated that they have reported over and over again problems regarding the CAs and that it seems after management leaves at 5.00 pm the CAs act different Customer requested management to call them back	5/24/2012	Customer Service Manager apologized and explained that monitoring occurs on all shifts and that they supervisory staff is on duty after 5 00 pm Customer was satisfied	Service Complaints - Miscellaneous
47243	5/24/2012		Lonnie	Lonnie	Customer stated that the CAs need to learn how to do their job	5/24/2012	Customer Service apologized and stated that the CAs would be monitored Monitoring has occurred and CAs are handling calls according to policy Customer was notified	Service Complaints - Miscellaneous
47276	5/25/2012	1338	David	David	Customer stated the CA kept asking for the number to dial.	5/25/2012	Customer Service apologized and stated that the CA would be monitored Monitoring has occurred and the CA was handling calls according to policy. Customer was notified.	Service Complaints - Miscellaneous